

6/12/2023

Renee Moore
Consumer Complaints
Serve Ticket # 6235954
Last Name: Deihl

Dear Renee Moore,

Mr. Deihl is a Blue Ridge Communications cable and internet customer. He states that he signed up for the Affordable Connectivity Program (ACP) about four or five months ago and that recently his cable costs have increased. He states he thinks that Blue Ridge is now charging a higher cable rate “to make up for the help [he] receive[s] in internet through ACP.”

Blue Ridge Communications participates in the Affordable Connectivity Program. Mr. Deihl was approved to receive the ACP credit towards the internet portion of his bill in September of 2022. After being approved, he started receiving the \$30 credit towards his internet service each month.

In April 2023, due to increased television programming costs, we did have to increase prices on our cable TV service to all our cable subscribers. We informed customers of the new rates on previous bills. The bill that was mailed to customers in March also included a letter about the price increase and a cost sheet highlighting prices for all of our services. This bill/notice along with current bills and the previous twelve months of billing are available online at Mr. Deihl’s My Blue Ridge account.

The April rate increase did not target Mr. Deihl or any customers who receive ACP or any other discounts or promotions; the rate increase applies for all customers who subscribe to that service. TV service costs continue to increase each year, so we have to pass along a portion of that cost to our customers.

If you have any further questions, please contact us. We are available 24 hours a day, 7 days a week by phone, email, or chat. Please let us know if you have any further questions.

Sincerely,

Blue Ridge Communications